Resolution Life

Our customer commitment

We recognize every customer's situation is unique. We work with our customers and their dependents transparently, fairly and with respect and empathy.

Providing more than financial support

We provide more than financial assistance. We partner with a range of stakeholders to help our customers to return to work and live an active life whenever they can.

Offering tailored solutions

We select the best solution for our customers based on their individual situation, providing the right support and management at the right time.

Claims Philosophy

We will be there for our customers to help them realise their best life

Empowering our people

Our people are equipped with the experience to effectively manage claims across their portfolio, supported by internal and third-party expertise, best in class tools and ongoing focus on professional development.

Ensuring a sustainable business

We manage our risks across the portfolio and apply our deep insights to ensure we contribute to a profitable business that can support our customers today and in the future.

Our Claims Philosophy is supported by our Core Beliefs, Guiding Principles and Service Commitments

Together these underpin our claims management approach and support an end-to-end model. Our model clearly details how we will organize ourselves and work with a range of stakeholders to deliver quality outcomes and leading customer experience.

Resolution Life

Our Core Beliefs

We believe in building relationships that empower our customers, designing experiences that feel deeply human, and providing insights and solutions that simply make sense.

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We believe in the health benefits of activity and work

We believe a diagnosis does not always mean disability and support our customer to focus on what they can do, not on what they can't.

4

We believe early and proactive support delivers better outcomes.

5

We believe that our people are fundamental to delivering our unique claims philosophy.

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